

SSOW – Working at the roadside.

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Scope of Activity:	<p>This safe system of work looks specifically at the work at the roadside and therefore should be read in conjunction with the applicable risk assessment for the equipment being worked on/ task being undertaken.</p> <p>Work at the roadside must not be undertaken unless it is an emergency breakdown where the equipment is immobilised and cannot be recovered back to a customer or our depot following the normal transport arrangements (transported by van/ trailer by customer employees). Work at the roadside must only be undertaken providing the repair can be completed within 1 hour. Work at the roadside must not be completed on any road where the speed limit is more than 30 mph. If any of these criteria cannot be met, the equipment must be recovered back to a customer or our depot by a recovery contractor. Scheduled maintenance is not permitted to be undertaken at the roadside.</p> <p>Before any work is undertaken at the roadside, a dynamic risk assessment must have been completed by the engineer and all essential criteria have been met. The engineer must continue to dynamically assess the situation throughout the task. The risk assessment and safe system of work for work at the roadside must be followed at all times.</p>
Applicable Risk Assessment:	RA 010 – Working at the roadside.
Hazards Expected:	As identified in the applicable risk assessment.
Mandatory PPE:	Overalls Safety boots Nitrile gloves Safety glasses High visibility clothing (BS EN 471 Class 3 as a minimum)
Additional PPE (as required):	Ice overshoes (to be worn in ice/ snow conditions)
Resources:	Competent engineer (s) (must have completed specific Roadside training) Field Service Vehicle equipped with two high level amber coloured warning lights/ beacons (front and rear) and high visibility chevron livery on the rear Spill kit and drain cover
Manning:	<p>Field service engineer(s) reporting to an Engineering Manager who is responsible for providing information, instruction, supervision and ensuring that the engineers are suitably trained. In turn the Engineering Manager reports to the Senior / Regional Business Manager who in turn reports to the Regional Engineering Director.</p> <p>Engineers will take full responsibility for:</p> <ul style="list-style-type: none">a) Customer contact, authority to carry out the task, signing and implementing customer work permits and following customer site rules;b) Establishing with the customer and working in a safe area and environment;

SSOW – Working at the roadside.

- c) Ensuring that a risk assessment is in place, is suitable and sufficiently covers all hazards;
- d) Familiarising themselves with the equipment operator and maintenance manuals;
- e) Ensuring all maintenance and repairs are completed in accordance with the manufacturer's manual;
- f) Undertaking pre-use checks of his vehicle and all associated equipment, ensuring defective items are removed from service and brought to the attention of his line manager;
- g) Remaining up to date with the Highway Code and its requirements and ensuring it is followed at all times (available via <https://www.gov.uk/highway-code/contents>);
- H) Ensuring driving hours are kept in line with any regulations or standards and breaks are taken as necessary;
- I) Completing a dynamic risk assessment before starting the task and on a continuous basis throughout the task;

Safe Working Method:

- You must ensure that spill precautions are in place and you having ready and swift access to an emergency kit.
Note: should a spillage occur it must be reported immediately to the site contact, your line manager and the Forkway SHEQ Department.
- A first aid kit must be available, and its location identified before any work commences. Engineers must carry a basic first aid kit in their service vehicle as a minimum.
- On approach to the site, you must begin to dynamically assess the situation and the prevailing conditions and establish whether there is a safe location to stop.
 - Consider initially driving past the site to allow a fuller view of the area if required.
- Once satisfied you must consider the safest place to park your vehicle in line with your roadside safety training.
- On final approach illuminate your high-level warning lights/ beacons to warn road users of your presence and that you are stopping in the road.
- Park the vehicle in an appropriate position with the near side closest to the kerb.
 - Where possible, you should seek to move your vehicle into the confines of the customer's roadwork barriers.
 - If you cannot get the vehicle into the confines of the customer's roadwork barriers access and egress the cab via the passenger door.
 - Do not park in front of driveways or in a position that could obstruct other road users.
- Upon arrival on site, you must sign in where applicable and make contact with the designated site contact. You must ensure you have completed any necessary inductions and any permits to work or other documentation required by customer have been completed.
- Agree with the site contact a designated safe working area in which to carry out all operations.
 - Familiarise yourself with this area ensuring you have considered any specific hazards present or that may arise.
 - Continue to dynamically assess the situation throughout the task.
 - If you feel the area is not sufficient, inform the customer and if another more suitable area cannot be agreed contact your line manager.

SSOW – Working at the roadside.

- Ideally chose a well-lit area of firm level ground, free from obstructions, which is as far away as possible from vehicle or pedestrian traffic.
- Ensure the work area is well clear of any open excavations and that you remain well clear of these throughout the entire time on site.
- Where possible, the customer's trained and authorised employees should deliver the equipment to your chosen work location.
 - If you need to operate the equipment in anyway, ensure you have the correct operator training to operate the equipment and familiarise yourself with the manufacturer's operator instructions and the equipment's controls.
 - Select lowest speed setting for equipment being operated and ensure care is taken.
 - Do not leave engines running unnecessarily to avoid the build-up of fumes.
- Prior to operating any machine/ equipment you must check that all guards are in place, fitted correctly and free from any damage. Ensure that entanglement areas, drive belts, pulleys and drive shafts are guarded. No loose clothing or anything which could become trapped or entangled in any moving part should be worn.
- Members of the public must be kept away from the work activity throughout.
 - If any persons enter the vicinity, report this to the customer contact and stop the task until they have left.
 - Remain vigilant for any person(s) or animal(s) at or around the work area and do not enter into any non-essential dialogue/ interaction with them.
 - If you have any concerns that a person or animal may become aggressive in any way return to your service vehicle and leave site immediately.
 - If you are subjected to or feel threatened by any violence, attacks or acts of aggression contact the emergency services immediately using your mobile phone.
- On finishing task ensure all waste is removed.
- Check the ground for any contamination (oils, grease, coolant, etc.) that may have spilled from the equipment or from maintenance activities.
 - Ensure any such spills or contamination is cleaned up before leaving site.
 - During winter months, salt must be spread on any wet or damp patches left behind to prevent the formation of ice.
- Once task is finished, complete necessary documentation and have it signed by customer contact. Sign off any work permits, sign out of the site and leave site via the appropriate exit. Take care when re-joining the roadway ensuring you do not disrupt other road users.